

BLM REMEDY 8 USER GUIDE: CREATING A TICKET FOR REACTIVATING SERVICE TO A MOBILE DEVICE

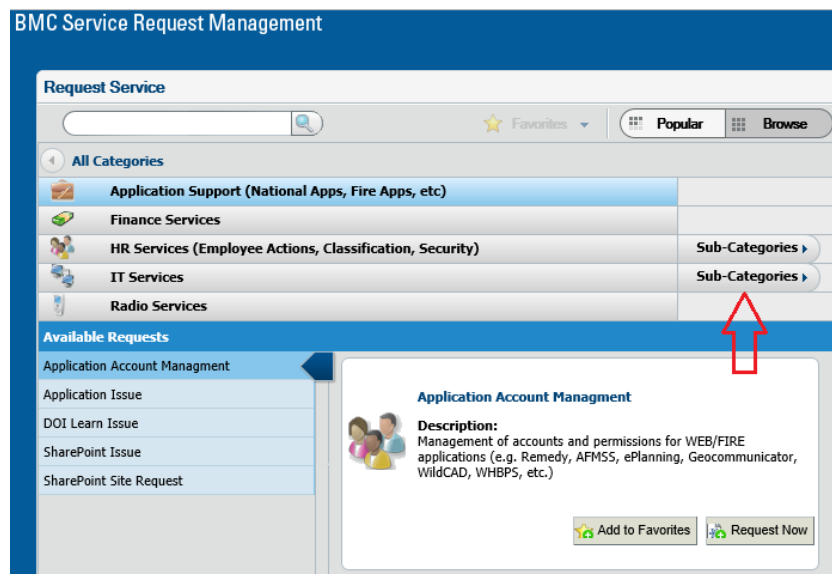
A mobile device may have its service suspended for various reasons (e.g., post-fire season, position vacancy for an extended period). When necessary, service to the mobile device can be reactivated.

Use the following procedure to create a ticket to reactivate service to a mobile device.

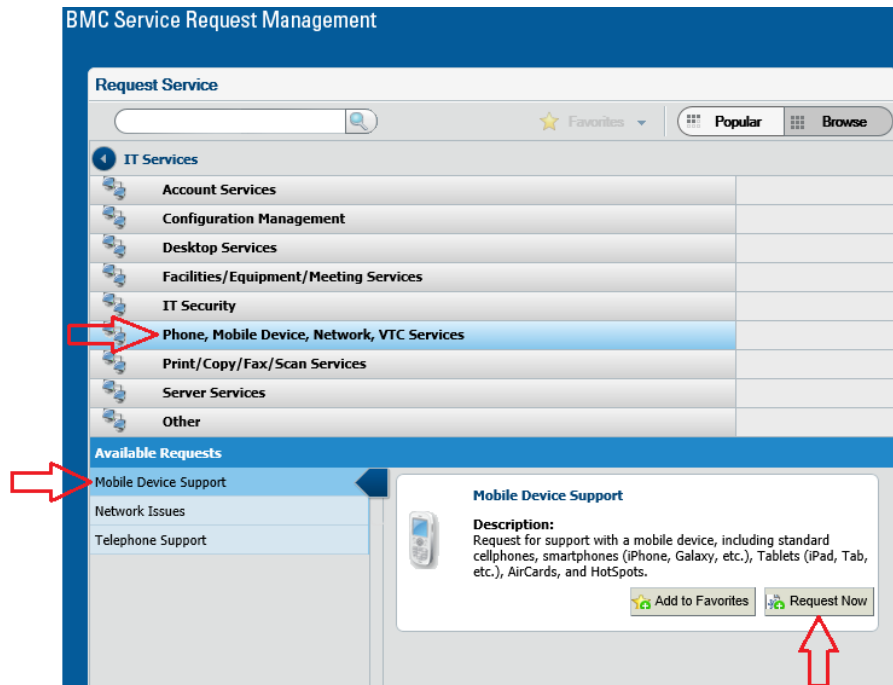
1. On the desktop, double-click the **1-800 BLM Help** icon, or navigate to <http://1800blmhelp.blm.gov> in a web browser.
2. On the BLM Help Desk page, click **Submit a Ticket**.



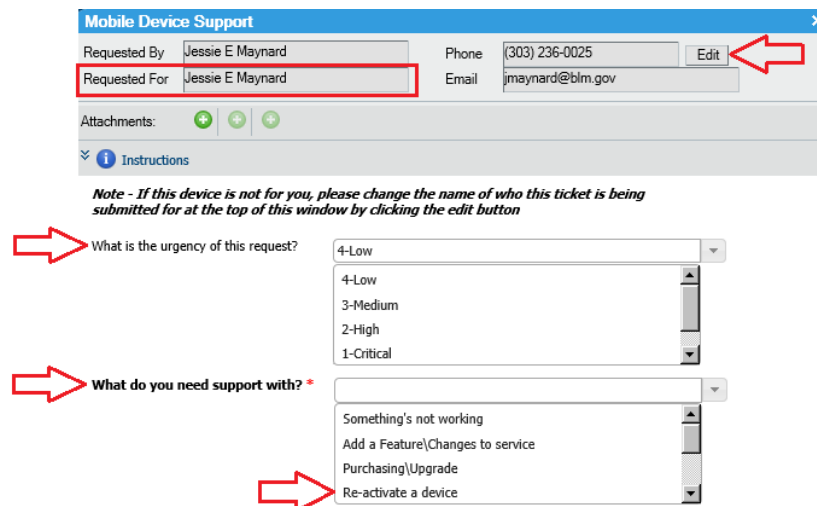
3. If necessary, log on the Remedy system.
4. Under **All Categories**, next to **IT Services**, click **Sub-Categories**.



5. Under **IT Services**, click **Phone, Mobile Device, Network, VTC Services**.
6. Under **Available Requests**, click **Mobile Device Support**.
7. Click **Request Now**.



8. In the **Mobile Device Support** page, enter the necessary data.
 - a. If submitting the ticket for another person, click **Edit** to change the name in the **Requested For** field and make any other necessary changes to the contact information.
 - b. Under **What is the urgency of this request?**, click the appropriate value.
 - c. Under **What do you need support with?**, click **Re-activate a device**.



Mobile Device Support

Requested By: Jessie E Maynard Phone: (303) 236-0025 Edit
Requested For: Jessie E Maynard Email: jmaynard@blm.gov

Attachments: + + +

Instructions

Note - If this device is not for you, please change the name of who this ticket is being submitted for at the top of this window by clicking the edit button

What is the urgency of this request? 4-Low
4-Low
3-Medium
2-High
1-Critical

What do you need support with? *
Something's not working
Add a Feature/Changes to service
Purchasing/Upgrade
Re-activate a device

- d. In the **Mobile device's phone number** field, enter the device's phone number.
- e. In the **Email Address** field, enter the email address of the device's assigned user.
- f. Under **Operating System**, click the appropriate operating system.
- g. If necessary, in the **Additional Notes** field, enter any additional comments or instructions.
- h. Click **Submit**.

The screenshot shows a web form for creating a ticket. On the left, four red arrows point to the following fields: 'Mobile device's phone number', 'Email Address *', 'Operating System *', and 'Additional Notes'. The 'Mobile device's phone number' field is a text input with a placeholder 'If you aren't sure, just leave this field blank'. The 'Email Address *' field is also a text input. The 'Operating System *' field contains four radio button options: 'Apple (iPad, iPhone)', 'Android (Galaxy Tab)', 'Windows (Venue, Elitepad)', and 'N/A'. The 'Additional Notes' field is a large text area. At the bottom of the form are three buttons: 'Summary', 'Save As Draft', and 'Submit'. A red arrow points to the 'Submit' button.

You have successfully created a ticket to reactivate service to a mobile device.